

Health Care...Pathways to Change

Survey Results

September 4, 2002

Health Care...Pathways to Change

Survey Results 9/04/02



Summary Information

Background

- The survey was part of the LANL Pathways to Change initiative
- It was conducted by the University of California and Lab Management
- All Lab employees and retirees were invited to participate
- Its goal was to better understand preferences for potential health program changes
- The survey was designed to educate, assess opinions and perceptions

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Summary Information

Survey Active: 7/11/02 to 7/26/02

Survey Mailing:

Employees: 8,121

Retirees: 4,110

Total: 12,231

Survey Participants:

Print: 3,191 (68%)

Web: 1,511 (32%)

Total: 4,702

Contest Registrants: 1,003

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Summary Information

Highlights – Participation

- Overall response rate: 38%
- Response rate higher for retirees (43%) than employees (32%)
- Residence of respondents:
 - Los Alamos: 48%
 - Santa Fe: 14%
 - Espanola: 9%
 - Albuquerque: 6%
 - Other: 23%

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Summary Information

Highlights – Short-Term

- Most respondents (71%) preferred some plan design changes over maintaining the current plan design and doubling contributions
- Employees (76%) were more in favor of making plan design changes than retirees (61%)

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Summary Information

Highlights – Long-Term

- Overall, the majority (81%) of respondents indicated a willingness to enroll in another health plan
- Employees (89%) were more open than retirees (70%) to enrolling in another health plan
- Respondents were equally divided over the exclusion of Los Alamos providers v. higher copayments at Los Alamos providers alternatives
- 35% selected participating in the consumer model as their first or second highest levels of interest
- Employees (39%) were more interested than retirees (28%) in participating in the consumer model

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Summary Information

Highlights – Communications

- Over half (60%) of respondents had not heard of the Pathways to Change initiative until the survey
- The majority of respondents prefer to receive future information about the initiative through mailings to the home and electronic mail
- Retirees have a strong preference for mailings to the home

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Summary Information

Notes:

When reviewing the data charts, please be aware of the following terms:

"Total Respondents" refers to participants who chose to answer a specific question. The number of *"Total Respondents"* will vary across questions since participants were not required to answer all questions.

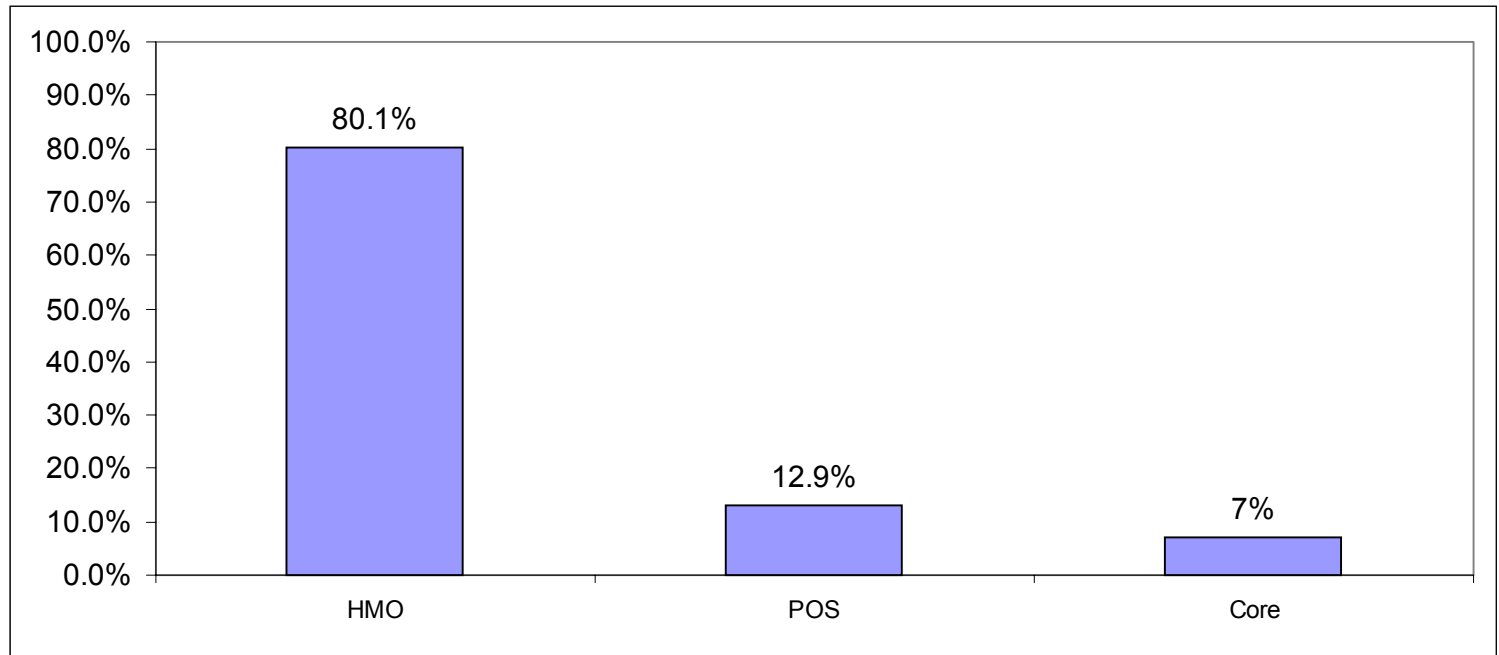
"Non responses" refers to those who chose not to answer a particular question.

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Question 1: What medical plan are you currently enrolled in?



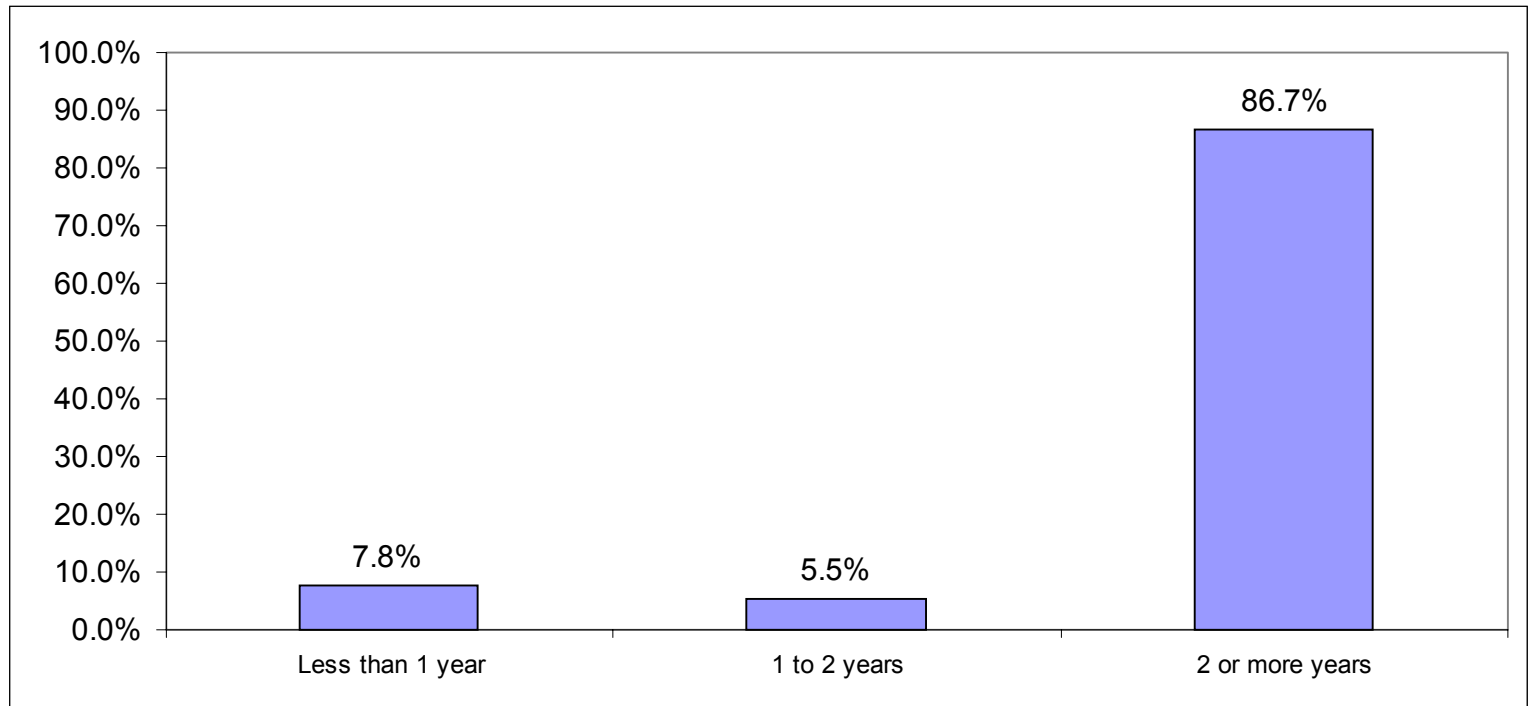
	Counts	%
HMO	3722	80.1 %
POS	601	12.9 %
Core	326	7.0 %
Total Respondents	4649	100.0 %

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Question 2: How long have you been in your current plan?



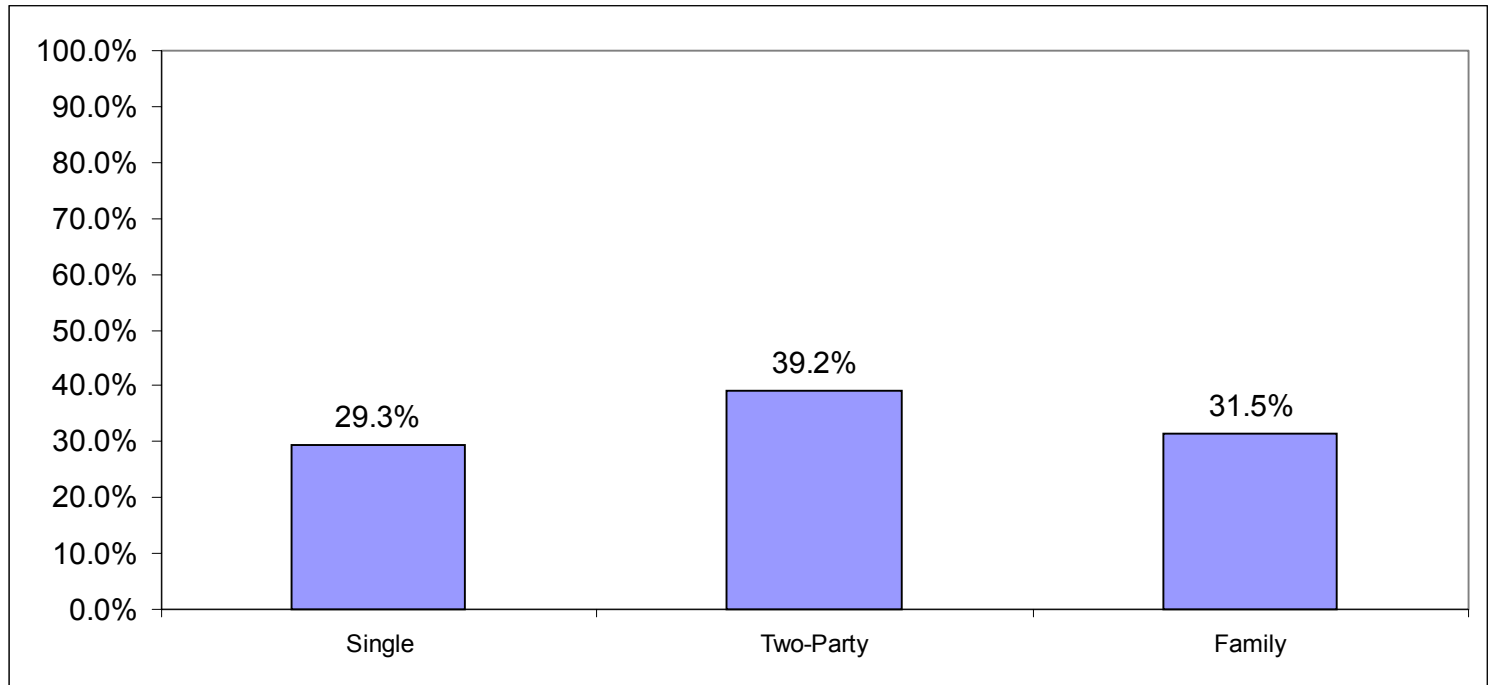
	Counts	%
Less than 1 year	366	7.8 %
1 to 2 years	256	5.5 %
2 or more years	4047	86.7 %
Total Respondents	4669	100.0 %

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Question 3a: Which coverage category are you enrolled in?



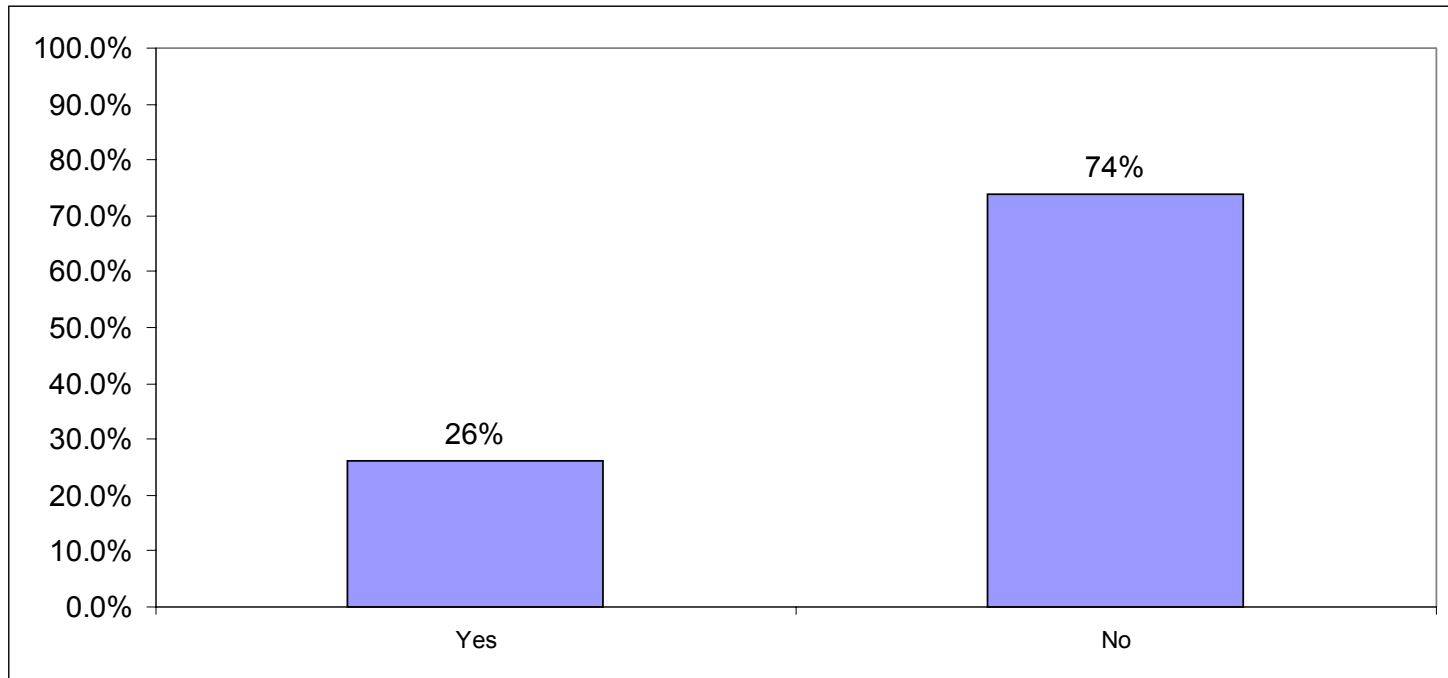
	Counts	%
Single	1368	29.3 %
Two-Party	1828	39.2 %
Family	1470	31.5 %
Total Respondents	4666	100.0 %

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Question 3b: Are you or a family member enrolled in Medicare?



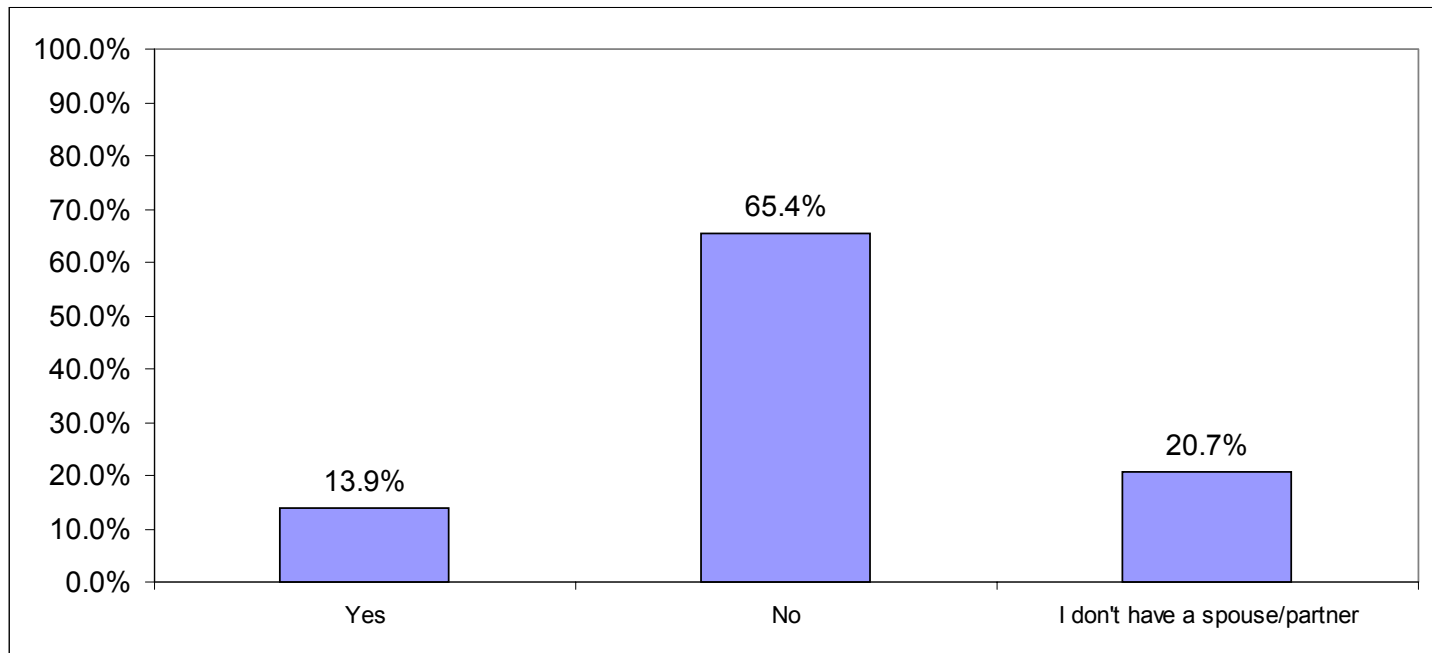
	Counts	%
Yes	1218	26.0 %
No	3462	74.0 %
Total Respondents	4680	100.0 %

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Question 4: Does your spouse or domestic partner have access to health care coverage somewhere else?



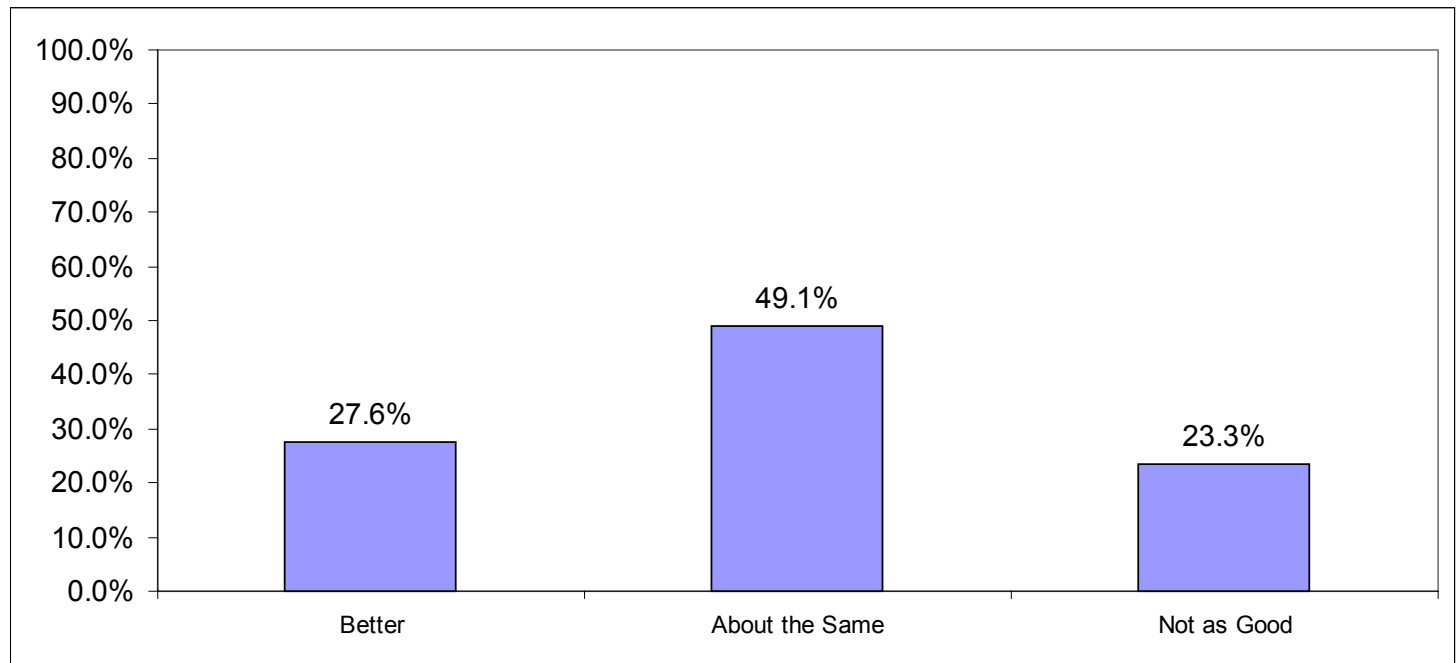
	Counts	%
Yes	647	13.9 %
No	3031	65.4 %
I don't have a spouse/partner	960	20.7 %
Total Respondents	4638	100.0 %

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Question 5a: How do your spouse's/partner's benefits compare to the Lab's?

(Includes only those who responded "Yes" to Question 4 and responded to Question 5a.)



	Counts	%
Better	167	27.6 %
About the Same	297	49.1 %
Not as Good	141	23.3 %
Total Respondents	605	100.0 %

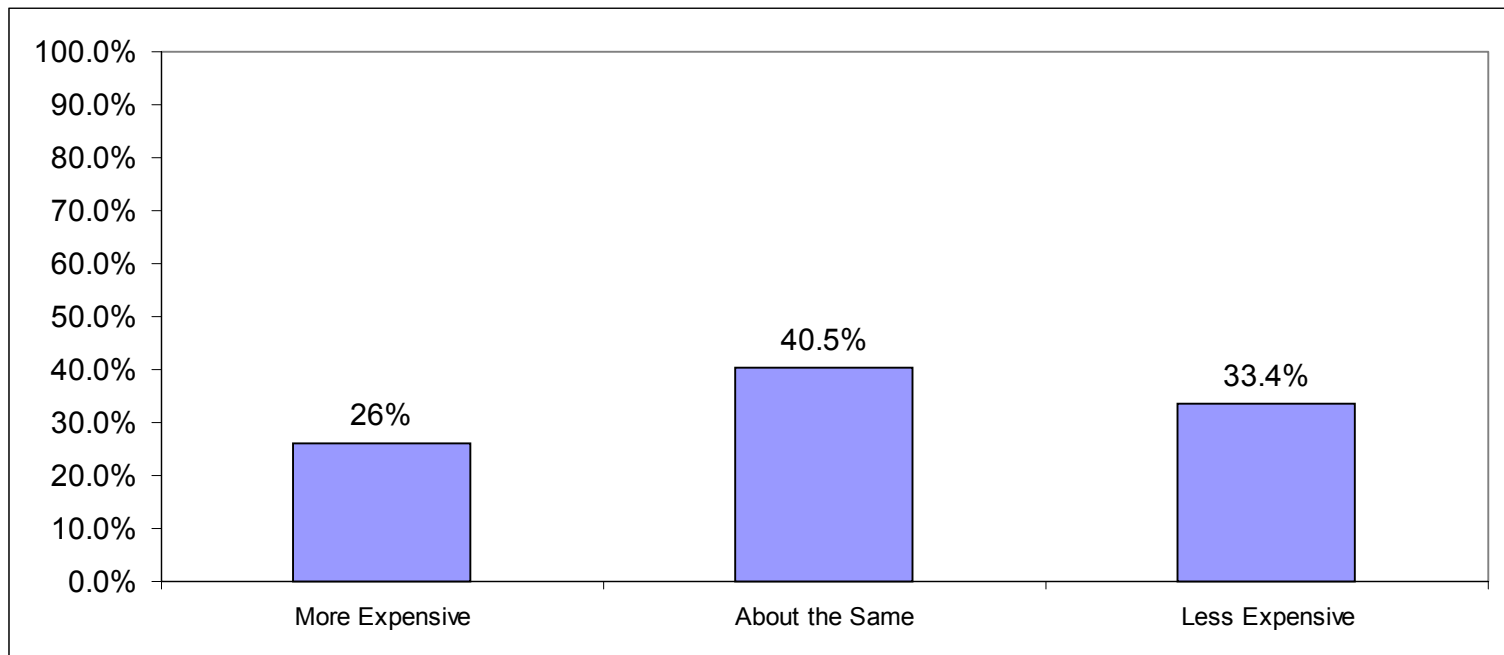
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Question 5b: How does your spouse's/partner's monthly contributions compare to the Lab's?

(Includes only those who responded "Yes" to Question 4 and responded to Question 5b.)



	Counts	%
More Expensive	154	26.0 %
About the Same	240	40.5 %
Less Expensive	198	33.4 %
Total Respondents	592	100.0 %

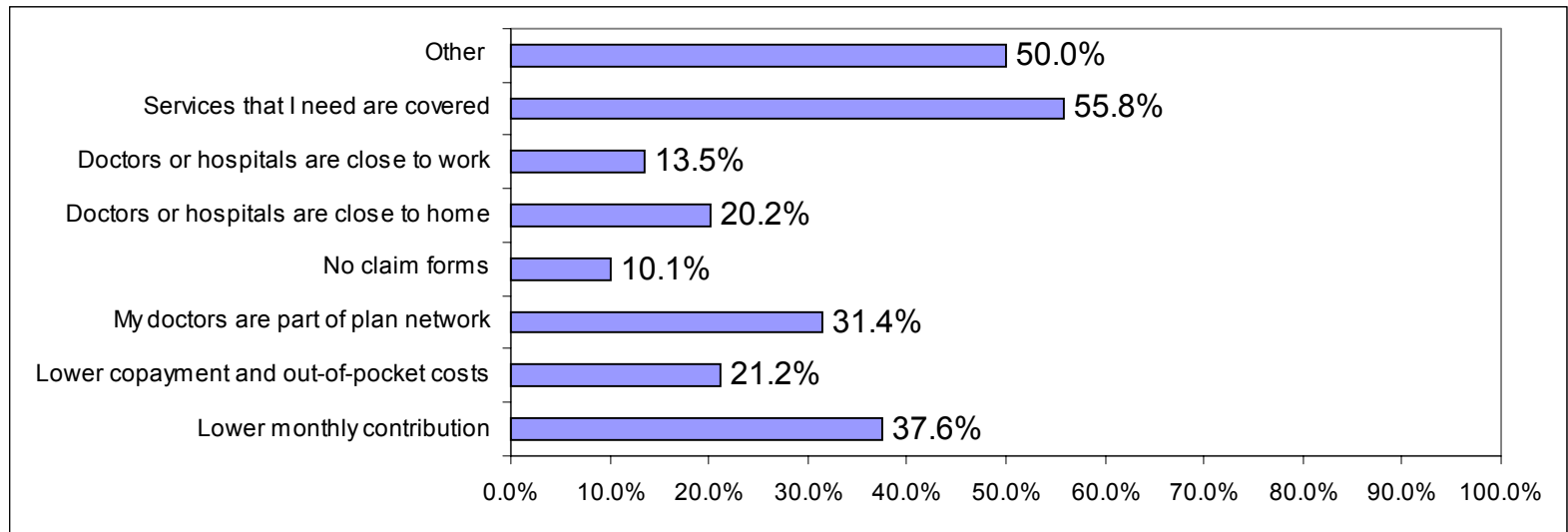
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Question 6: What is most important to you in choosing a health plan?

(The sum of percentages for each item may be greater than 100% because respondents were able to select more than 1 item. Only 1st choice is shown in graph.)



	1st		2nd		3rd		Total	
Lower monthly contribution	822	37.6 %	693	31.7 %	669	30.6 %	2186	100.0 %
Lower copayment and out-of-pocket costs	478	21.2 %	945	42.0 %	824	36.6 %	2250	100.0 %
My doctors are part of plan network	565	31.4 %	668	37.1 %	569	31.6 %	1802	100.0 %
No claim forms	103	10.1 %	230	22.7 %	678	66.8 %	1015	100.0 %
Doctors or hospitals are close to home	360	20.2 %	763	42.7 %	660	37.0 %	1785	100.0 %
Doctors or hospitals are close to work	30	13.5 %	83	37.4 %	108	48.6 %	222	100.0 %
Services that I need are covered	1714	55.8 %	743	24.2 %	616	20.0 %	3073	100.0 %
Other	112	50.0 %	57	25.4 %	55	24.6 %	224	100.0 %
Total Respondents	4691							

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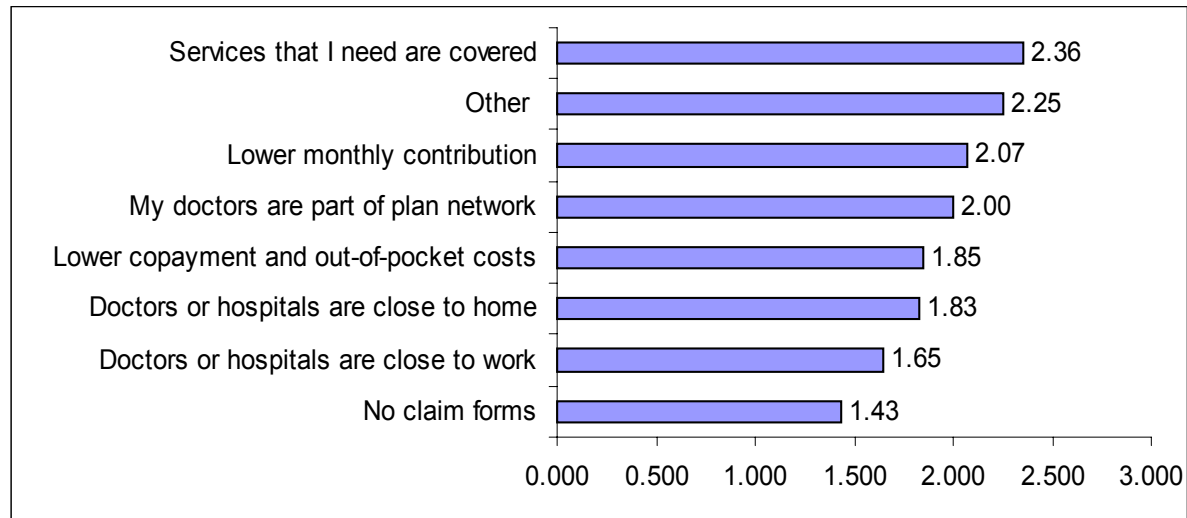
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Question 6: What is most important to you in choosing a health plan?

(**Weighting:** 1st choice = 3 points; 2nd choice= 2 points; 3rd choice = 1 point.)

NOTE: Ranked data provides information about the relative importance of items, but does not provide information about the distance in preference between items. Weighted scores based on ranked data assign a standard distance between items.)



	Total Weighted Score
Services that I need are covered	2.36
Other	2.25
Lower monthly contribution	2.07
My doctors are part of plan network	2.00
Lower copayment and out-of-pocket costs	1.85
Doctors or hospitals are close to home	1.83
Doctors or hospitals are close to work	1.65
No claim forms	1.43

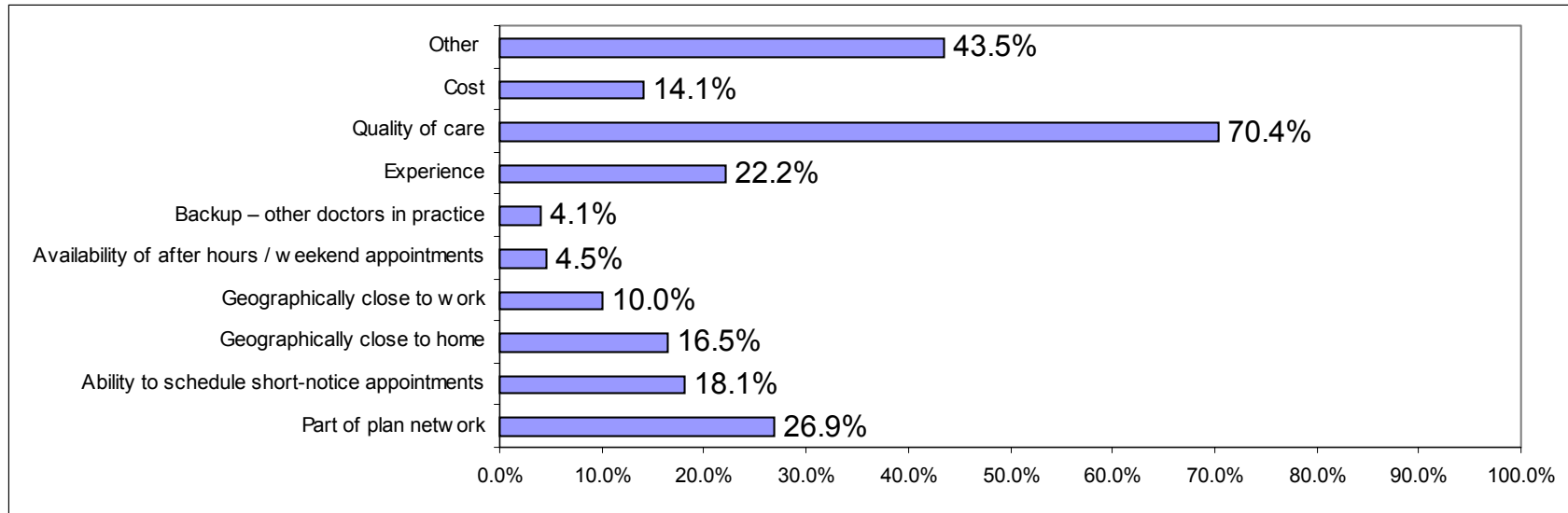
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Question 7: What is most important to you in choosing a doctor or hospital?

(The sum of percentages for each item may be greater than 100% because respondents were able to select more than 1 item. Only 1st choice is shown in graph.)



	1st		2nd		3rd		Total	
Part of plan network	434	26.9 %	548	33.9 %	633	39.2 %	1616	100.0 %
Ability to schedule short-notice appointments	254	18.1 %	531	37.8 %	616	43.9 %	1403	100.0 %
Geographically close to home	315	16.5 %	642	33.6 %	953	49.8 %	1913	100.0 %
Geographically close to work	26	10.0 %	94	36.3 %	138	53.3 %	259	100.0 %
Availability of after hours / weekend appointments	15	4.5 %	109	32.7 %	207	62.2 %	333	100.0 %
Backup – other doctors in practice	30	4.1 %	256	34.8 %	449	61.0 %	736	100.0 %
Experience	365	22.2 %	899	54.8 %	377	23.0 %	1641	100.0 %
Quality of care	2695	70.4 %	807	21.1 %	326	8.5 %	3830	100.0 %
Cost	167	14.1 %	425	35.9 %	588	49.7 %	1184	100.0 %
Other	30	43.5 %	14	20.3 %	25	36.2 %	69	100.0 %
Total Respondents	4658							

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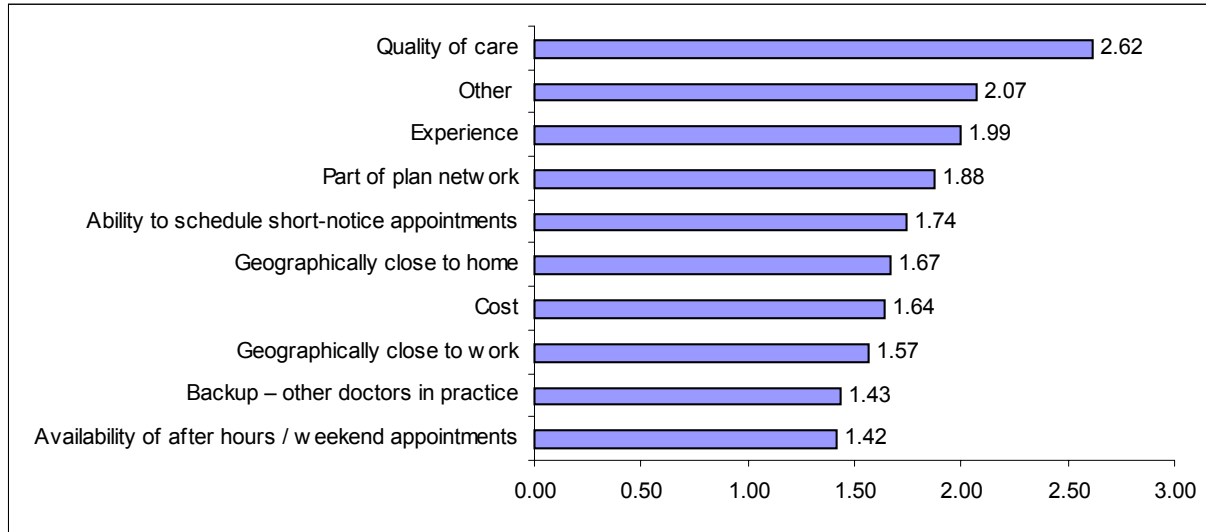
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Question 7: What is most important to you in choosing a doctor or hospital?

(**Weighting:** 1st choice = 3 points; 2nd choice= 2 points; 3rd choice = 1 point.)

NOTE: Ranked data provides information about the relative importance of items, but does not provide information about the distance in preference between items. Weighted scores based on ranked data assign a standard distance between items.)



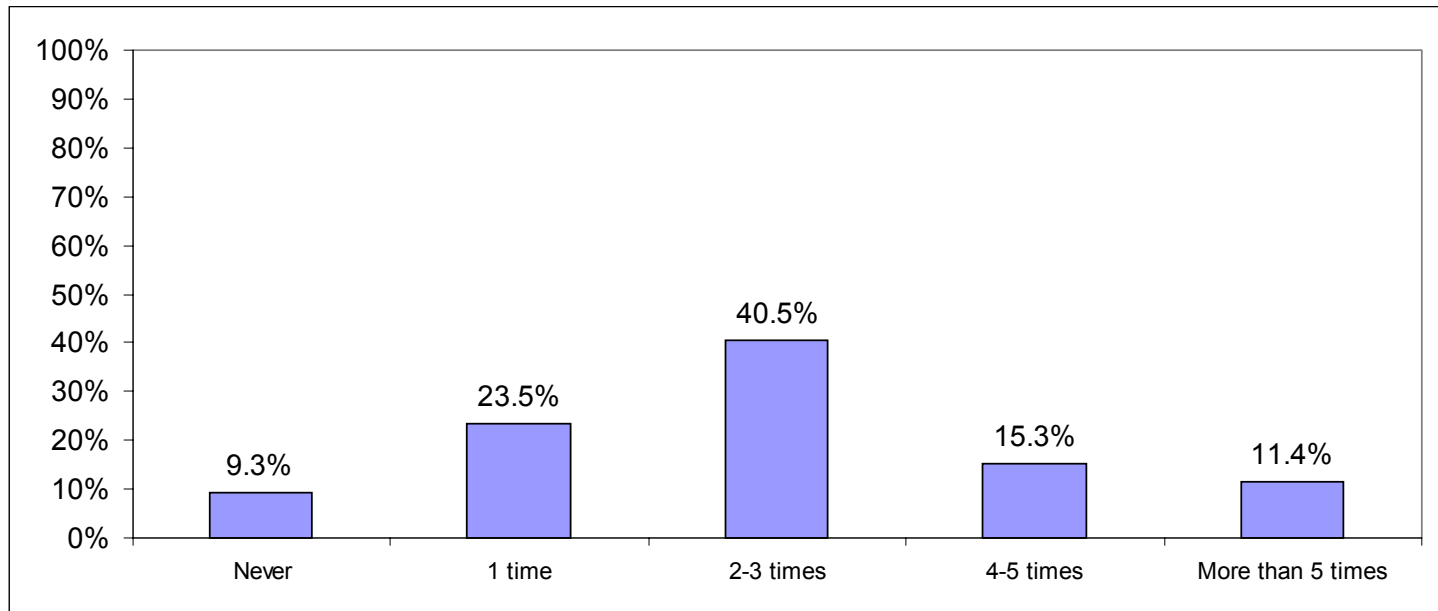
	Total Weighted Score
Quality of care	2.62
Other	2.07
Experience	1.99
Part of plan network	1.88
Ability to schedule short-notice appointments	1.74
Geographically close to home	1.67
Cost	1.64
Geographically close to work	1.57
Backup – other doctors in practice	1.43
Avail. of after hours/weekend appoints.	1.42

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Question 8a: In the past 12 months, how many times have you seen a primary care physician?



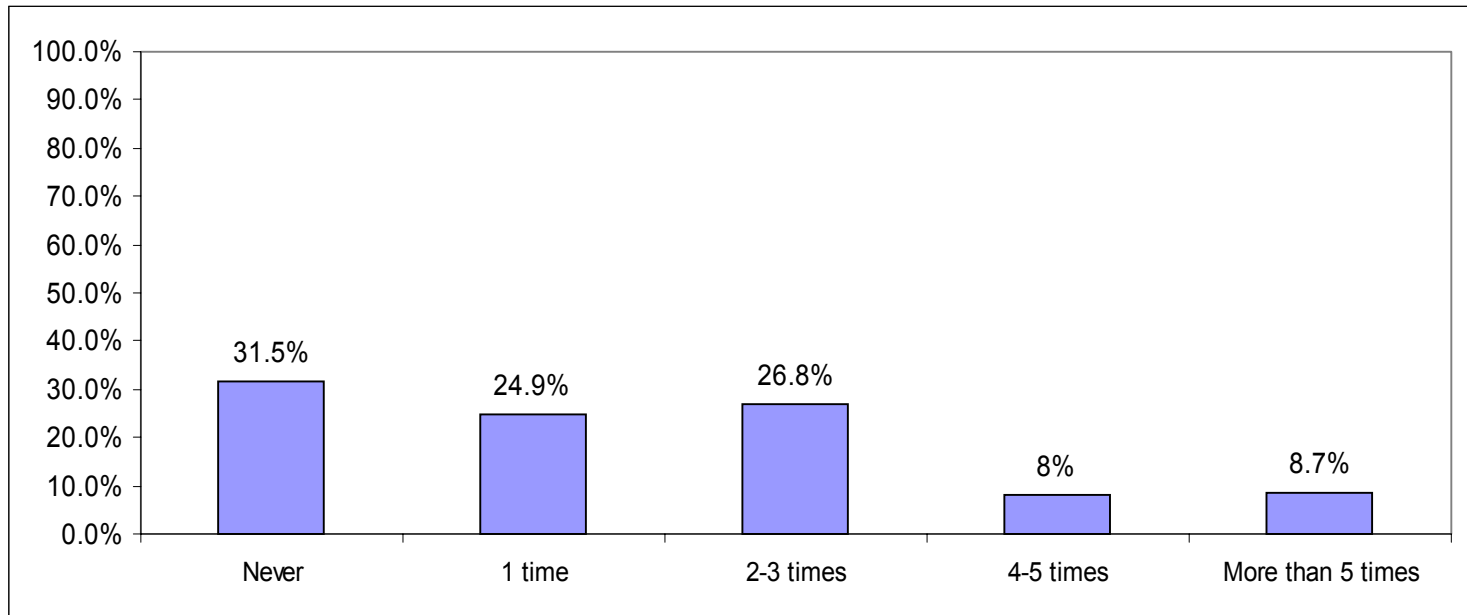
	Counts	%
Never	430	9.3 %
1 time	1086	23.5 %
2-3 times	1867	40.5 %
4-5 times	704	15.3 %
More than 5 times	526	11.4 %
Total Respondents	4613	100.0 %

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Question 8b: In the past 12 months, how many times have you seen a specialist?



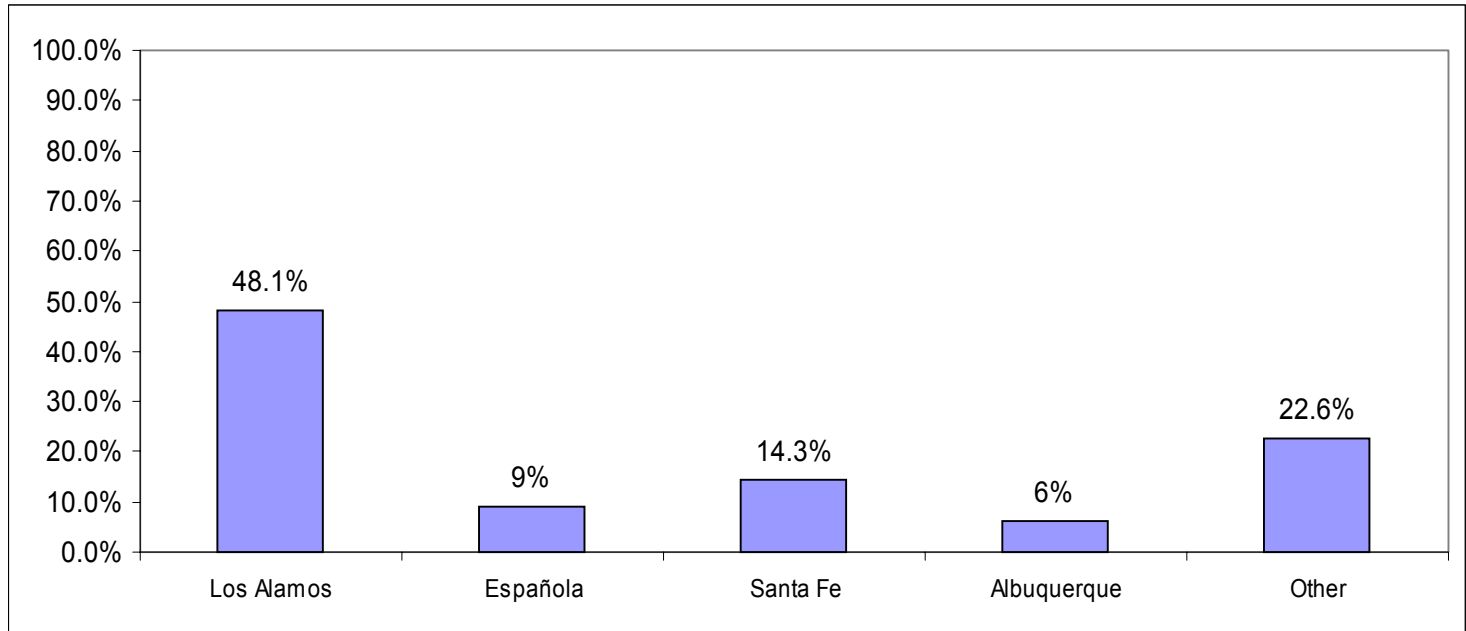
	Counts	%
Never	1404	31.5 %
1 time	1108	24.9 %
2-3 times	1193	26.8 %
4-5 times	358	8.0 %
More than 5 times	388	8.7 %
Total Respondents	4451	100.0 %

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Question 9a: Where do you live?



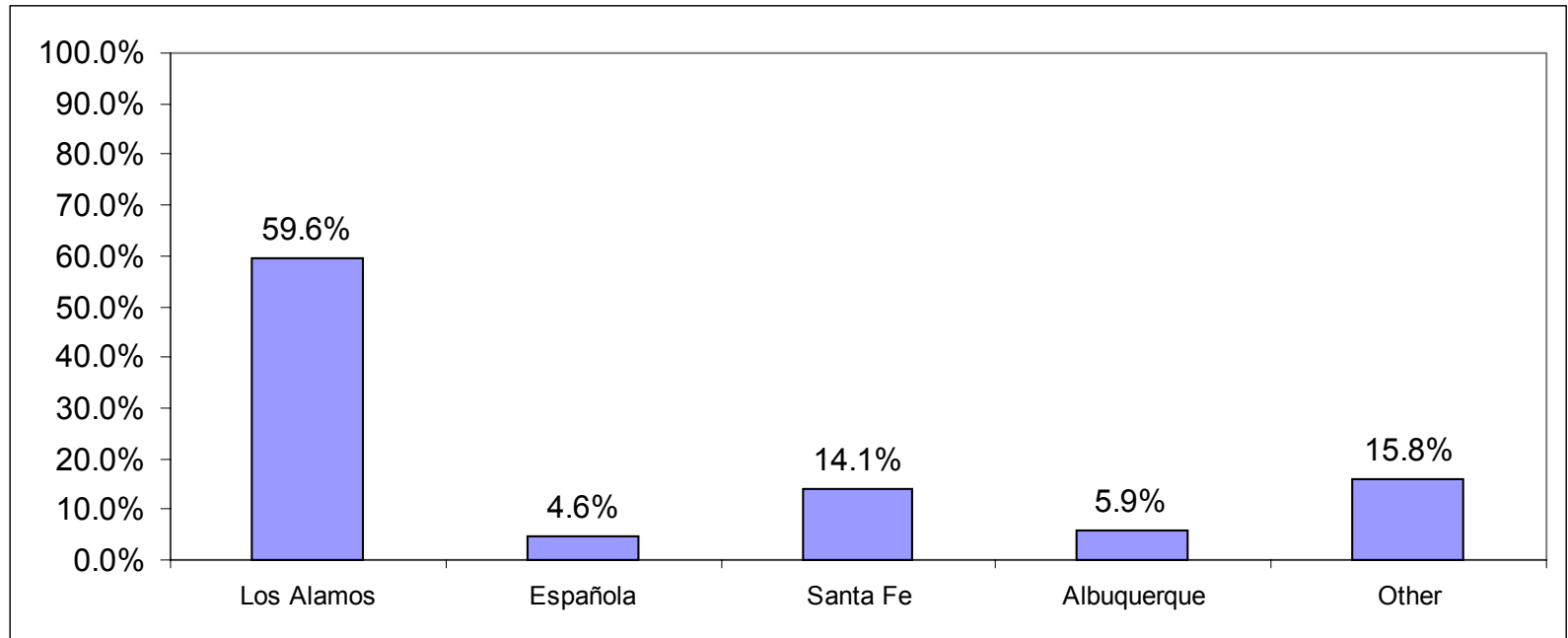
	Counts	%
Los Alamos	2225	48.1 %
Española	415	9.0 %
Santa Fe	662	14.3 %
Albuquerque	277	6.0 %
Other	1046	22.6 %
Total Respondents	4625	100.0 %

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Question 9b: Where is your primary care physician located?



	Counts	%
Los Alamos	2744	59.6 %
Española	213	4.6 %
Santa Fe	647	14.1 %
Albuquerque	271	5.9 %
Other	729	15.8 %
Total Respondents	4604	100.0 %

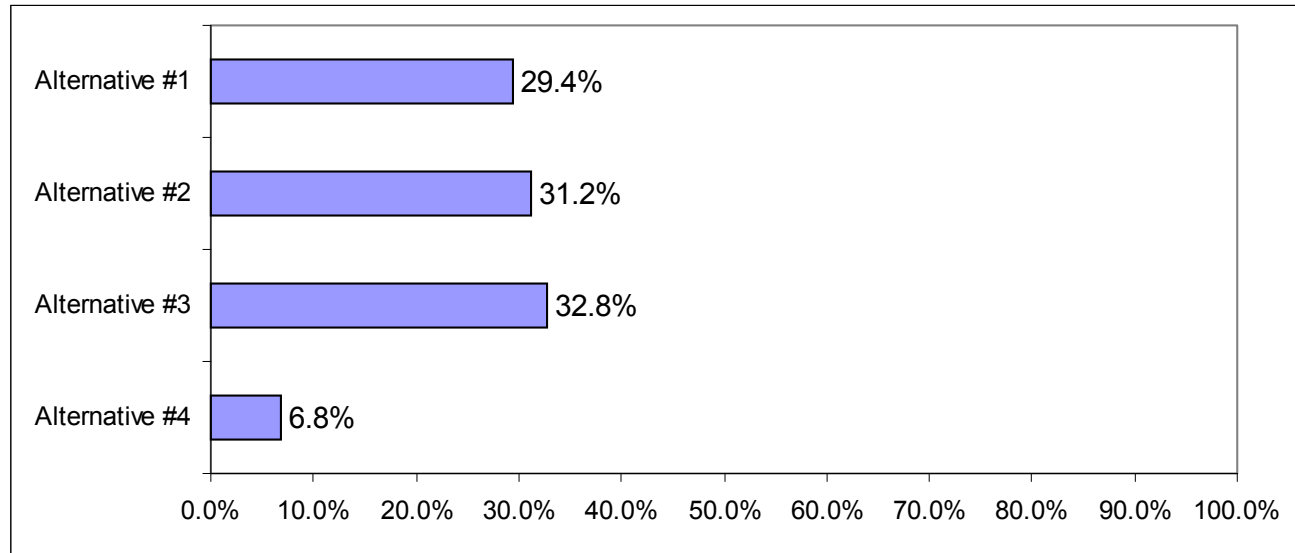
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Question 10: What is your preferred health plan alternative?

(Only 1st choice is shown in graph.)

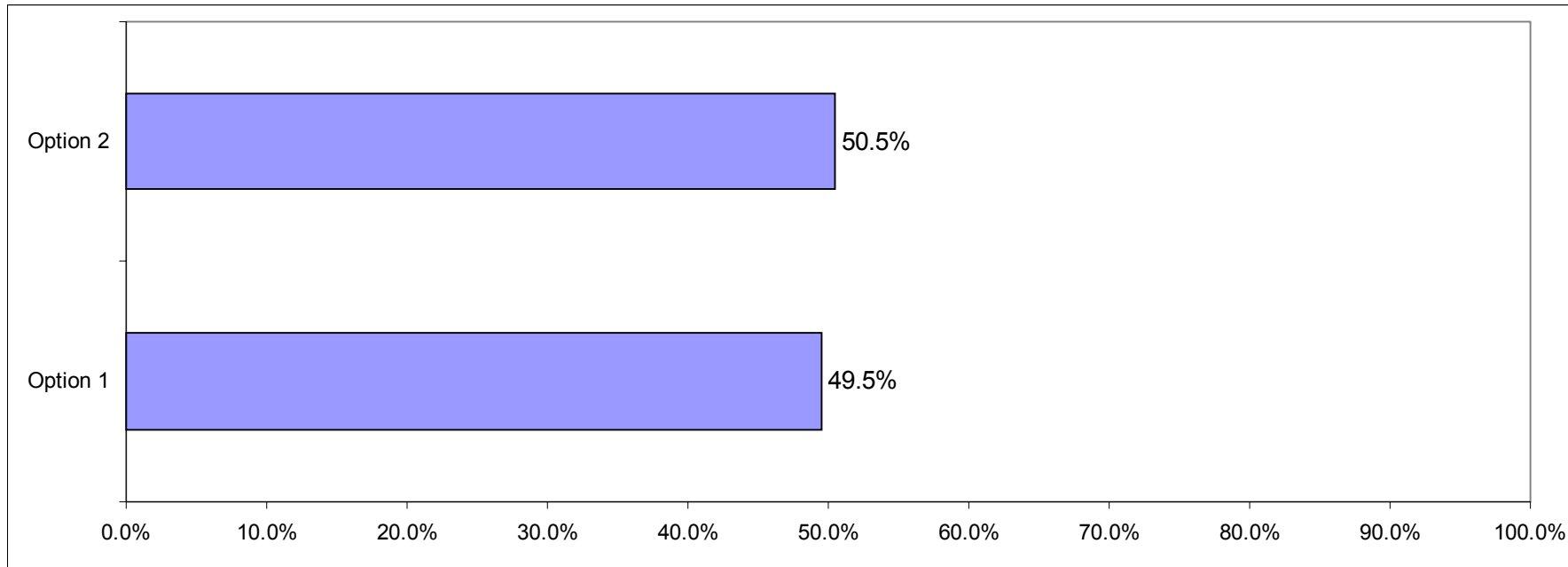


	1st		2nd		3rd		4th		Total	
Alternative #1: Your monthly contribution doubles but your copayments remain the same.	1113	29.4 %	856	22.6 %	899	23.7 %	922	24.3 %	3790	100.0 %
Alternative #2: Your monthly contribution goes up 50% but your copayments are higher than under Alternative #1.	1179	31.2 %	1642	43.4 %	835	22.1 %	127	3.4 %	3783	100.0 %
Alternative #3: Your monthly contribution stays about the same, but you pay a \$250 deductible for health care before the plan pays and your copayments are higher than under Alt #2.	1240	32.8 %	794	21.0 %	1680	44.4 %	68	1.8 %	3782	100.0 %
Alternative #4: Your monthly contribution stays about the same, but you pay a \$750 deductible and 20% of all covered expenses (e.g.: office visits, emergency room and hospital admissions) until you reach the annual out-of-pocket maximum.	256	6.8 %	479	12.7 %	356	9.4 %	2682	71.1 %	3773	100.0 %

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 **Question 11: Which of the following hypothetical alternatives would you prefer?**



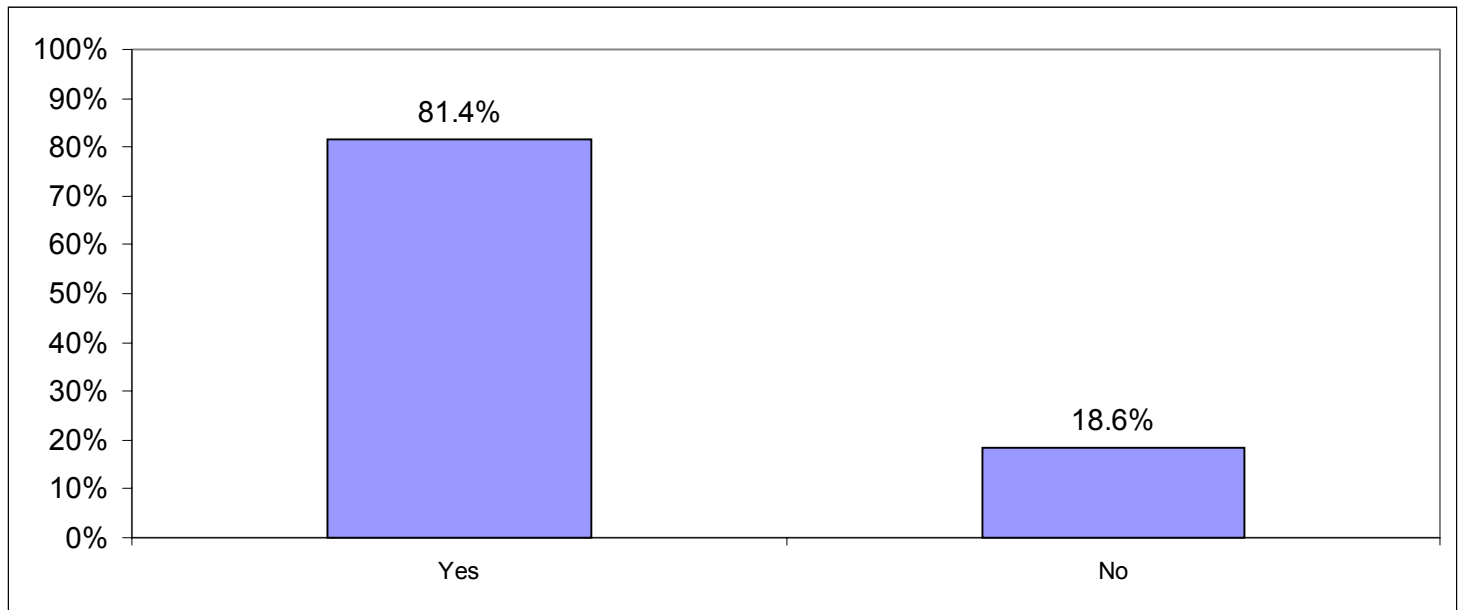
	Counts	%
Option 1: The Lab offers an HMO with higher copayments for care delivered by Los Alamos doctors and hospitals than for care delivered outside of Los Alamos.	1899	49.5 %
Option 2: The Lab offers two HMOs: one that offers access only to doctors/hospitals outside of Los Alamos and another that includes Los Alamos providers. While both HMOs have the same copayments, your monthly contribution is more than 20% higher for the option that includes Los Alamos doctors/hospitals.	1936	50.5 %
Total Respondents	3835	100.0 %

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Question 12: All things being equal, would you be open to enrolling in another health plan option?



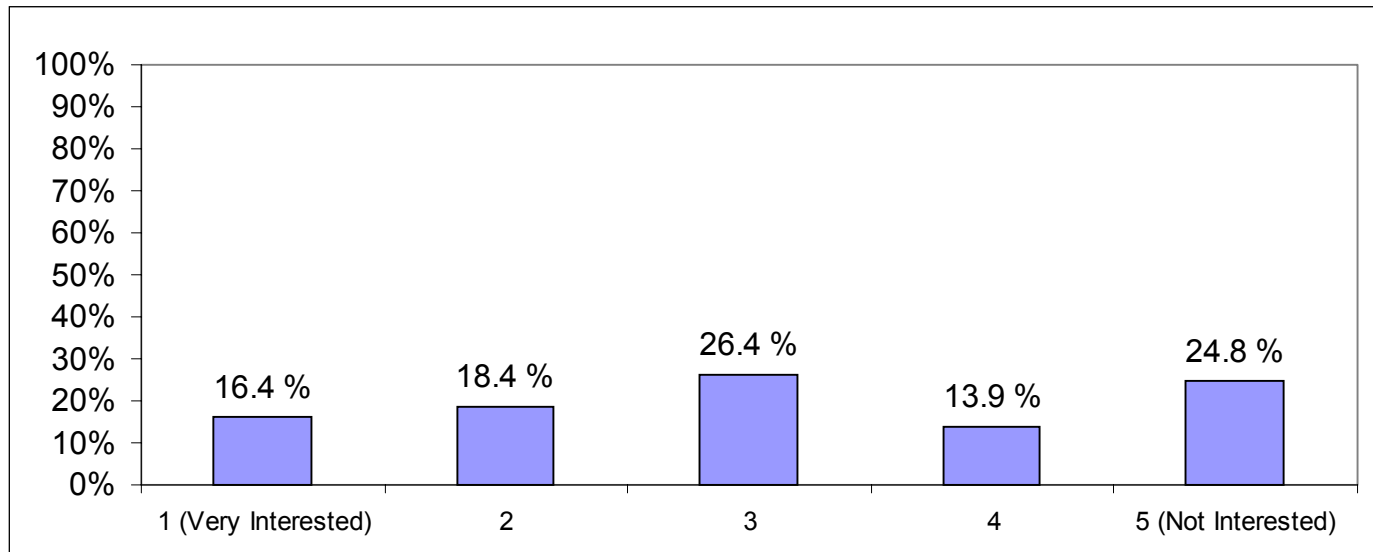
	Count	%
Yes	3485	81.4 %
No	798	18.6 %
Total Respondents	4283	100.0 %

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Question 13: What is your level of interest in participating in the Consumer Model?



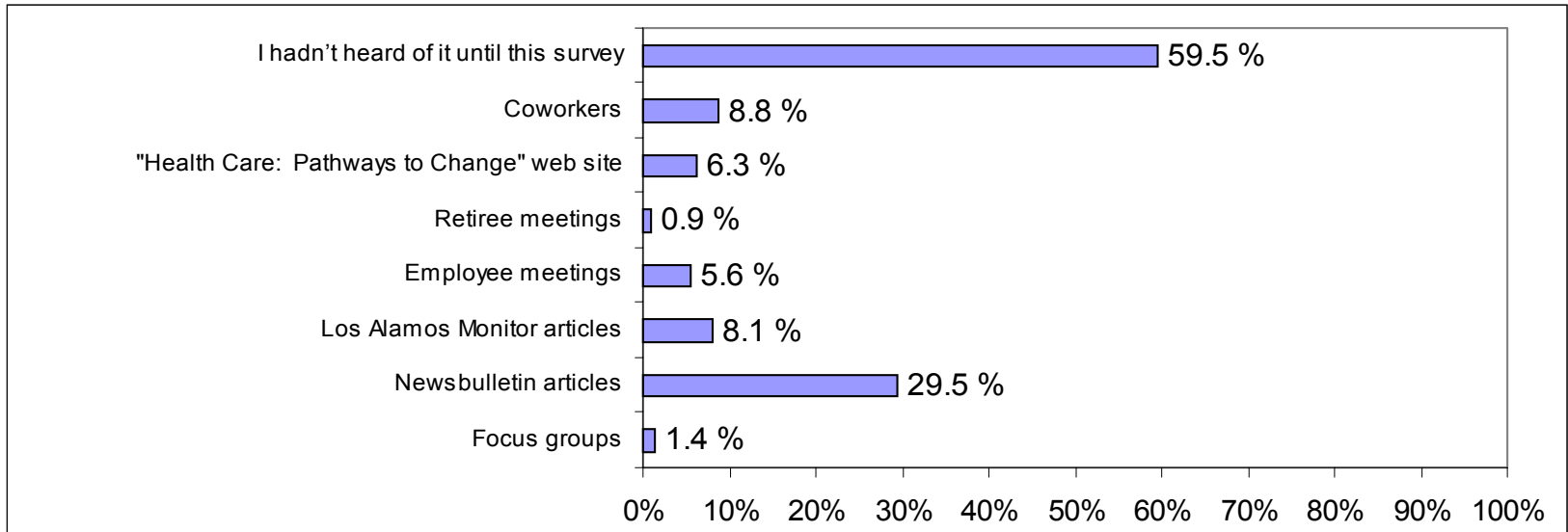
	Count	%
1 (Very Interested)	673	16.4 %
2	756	18.4 %
3	1083	26.4 %
4	569	13.9 %
5 (Not Interested)	1018	24.8 %
Total Respondents	4099	100.0 %
<i>Average</i>	<i>3.10</i>	

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Question 14: How have you heard about "Health Care: Pathways to Change?"

(The sum of percentages may be greater than 100% because respondents were able to select more than 1 item.)



	Count	%
Focus groups	64	1.4 %
Newsbulletin articles	1346	29.5 %
Los Alamos Monitor articles	368	8.1 %
Employee meetings	257	5.6 %
Retiree meetings	40	0.9 %
"Health Care: Pathways to Change" web site	288	6.3 %
Coworkers	401	8.8 %
I hadn't heard of it until this survey	2716	59.5 %
Total Respondents	4568	

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Question 15: How do you want to receive future information about "Health Care: Pathways to Change?"

(The sum of percentages for each item may be greater than 100% because respondents were able to select more than 1 item.)

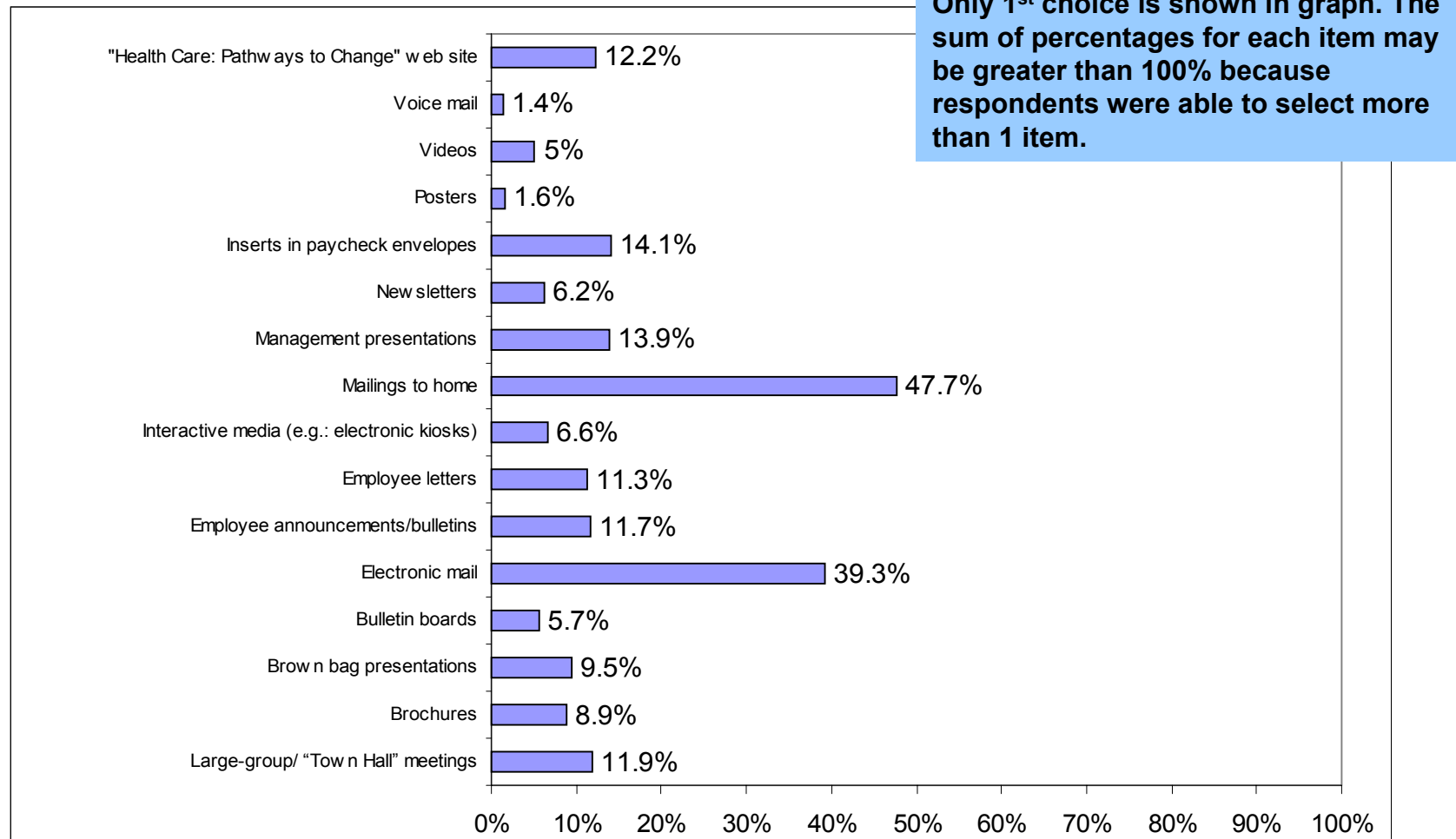
	1st		2nd		3rd		4th		5th		Total	
Large-group/ "Town Hall" meetings	72	11.9 %	75	12.4 %	116	19.1 %	128	21.1 %	215	35.5 %	606	100.0 %
Brochures	148	8.9 %	266	16.0 %	364	21.9 %	445	26.8 %	436	26.3 %	1660	100.0 %
Brown bag presentations	31	9.5 %	52	15.9 %	66	20.2 %	70	21.4 %	108	33.0 %	327	100.0 %
Bulletin boards	16	5.7 %	46	16.4 %	44	15.7 %	93	33.1 %	82	29.2 %	281	100.0 %
Electronic mail	874	39.3 %	439	19.7 %	334	15.0 %	335	15.1 %	242	10.9 %	2224	100.0 %
Employee announcements/bulletins	156	11.7 %	314	23.5 %	303	22.6 %	303	22.6 %	263	19.6 %	1339	100.0 %
Employee letters	182	11.3 %	378	23.5 %	418	26.0 %	344	21.4 %	286	17.8 %	1608	100.0 %
Interactive media (e.g.: electronic kiosks)	6	6.6 %	13	14.3 %	23	25.3 %	21	23.1 %	27	29.7 %	91	100.0 %
Mailings to home	1270	47.7 %	517	19.4 %	390	14.6 %	270	10.1 %	218	8.2 %	2665	100.0 %
Management presentations	70	13.9 %	90	17.8 %	91	18.0 %	109	21.6 %	144	28.5 %	505	100.0 %
Newsletters	127	6.2 %	506	24.6 %	523	25.5 %	522	25.4 %	372	18.1 %	2053	100.0 %
Inserts in paycheck envelopes	213	14.1 %	387	25.5 %	344	22.7 %	302	19.9 %	270	17.8 %	1516	100.0 %
Posters	2	1.6 %	13	10.5 %	31	25.0 %	30	24.2 %	48	38.7 %	124	100.0 %
Videos	6	5.0 %	12	10.0 %	22	18.3 %	25	20.8 %	55	45.8 %	120	100.0 %
Voice mail	2	1.4 %	15	10.6 %	23	16.2 %	31	21.8 %	71	50.0 %	142	100.0 %
"Health Care: Pathways to Change" web site	167	12.2 %	214	15.6 %	232	16.9 %	291	21.2 %	466	34.0 %	1371	100.0 %
Total Respondents	4562											

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Question 15: How do you want to receive future information about "Health Care: Pathways to Change?"



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Question 15: How do you want to receive future information about "Health Care: Pathways to Change?"

(Weighting: 1st choice = 3 points; 2nd choice= 2 points; 3rd choice = 1 point.

NOTE: Ranked data provides information about the relative importance of items, but does not provide information about the distance in preference between items. Weighted scores based on ranked data assign a standard distance between items.)

	Total Weighted Score
Mailings to home	3.88
Electronic mail	3.62
Inserts in paycheck envelopes	2.98
Employee letters	2.89
Employee announcements/ bulletins	2.85
Newsletters	2.75
Management presentations	2.67
Brochures	2.54
"Health Care: Pathways to Change" web site	2.51
Brown bag presentations	2.47
Interactive media (e.g.: electronic kiosks)	2.44
Large-group/ "Town Hall" meetings	2.44
Bulletin boards	2.36
Posters	2.12
Videos	2.08
Voice mail	1.92

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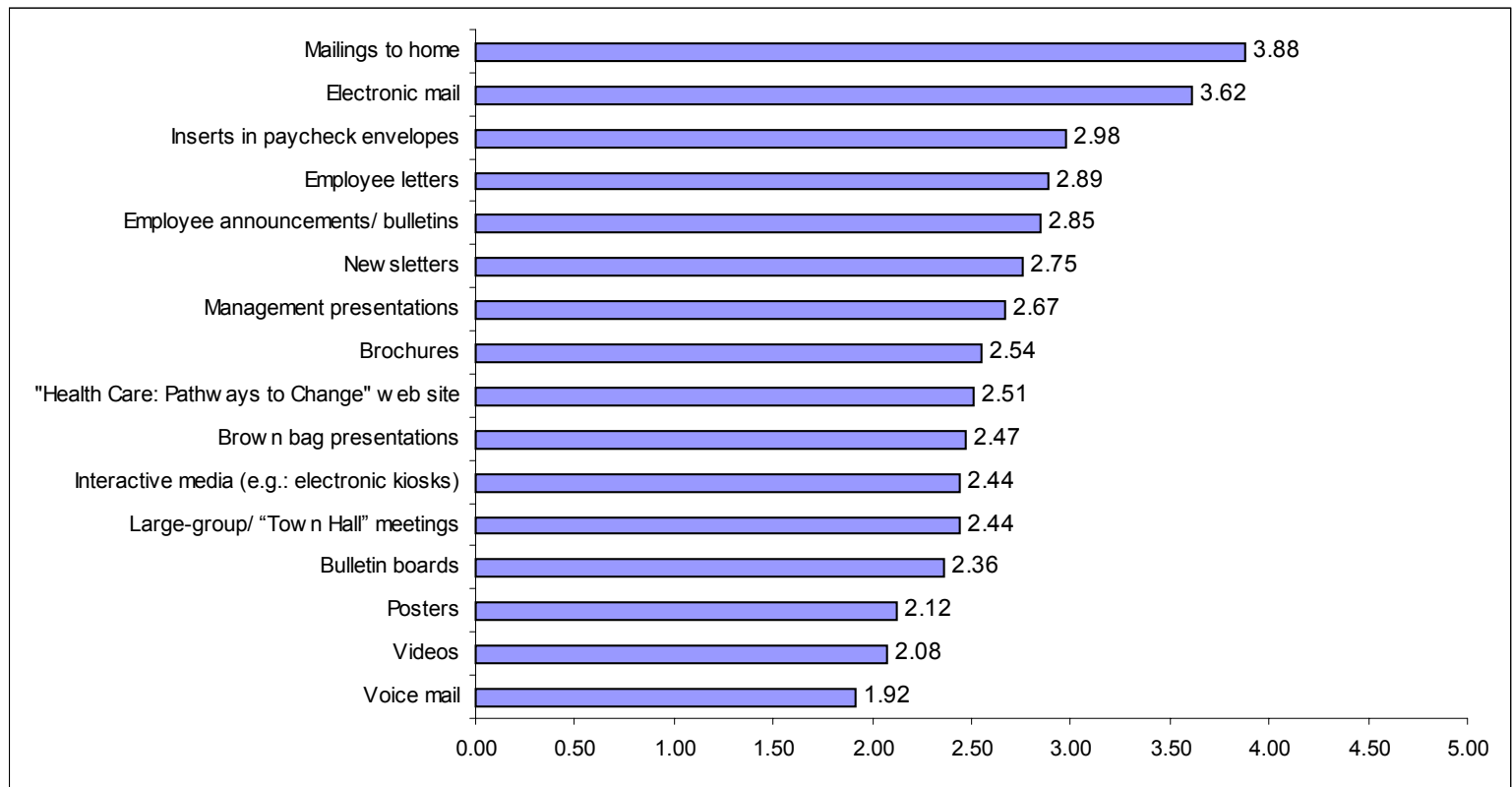
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Question 15: How do you want to receive future information about "Health Care: Pathways to Change?"

(**Weighting:** 1st choice = 3 points; 2nd choice = 2 points; 3rd choice = 1 point.)

NOTE: Ranked data provides information about the relative importance of items, but does not provide information about the distance in preference between items. Weighted scores based on ranked data assign a standard distance between items.)

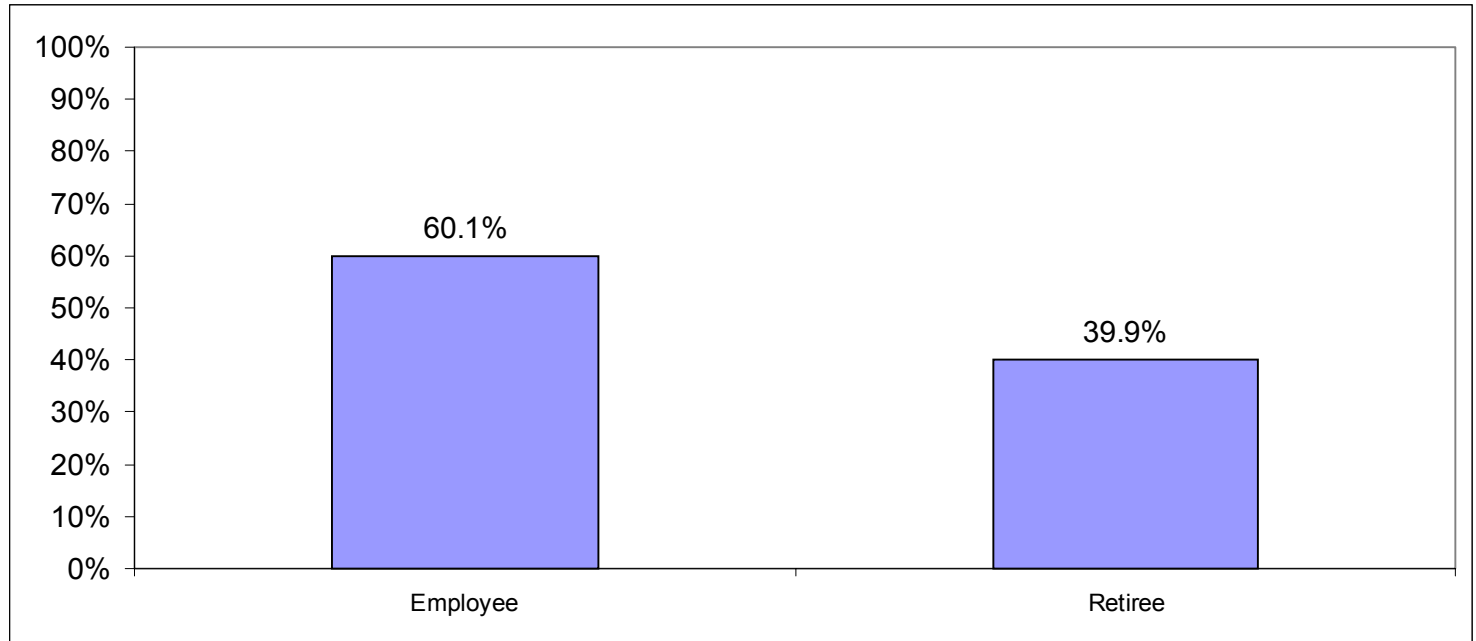


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Question 16: What is your employment status?



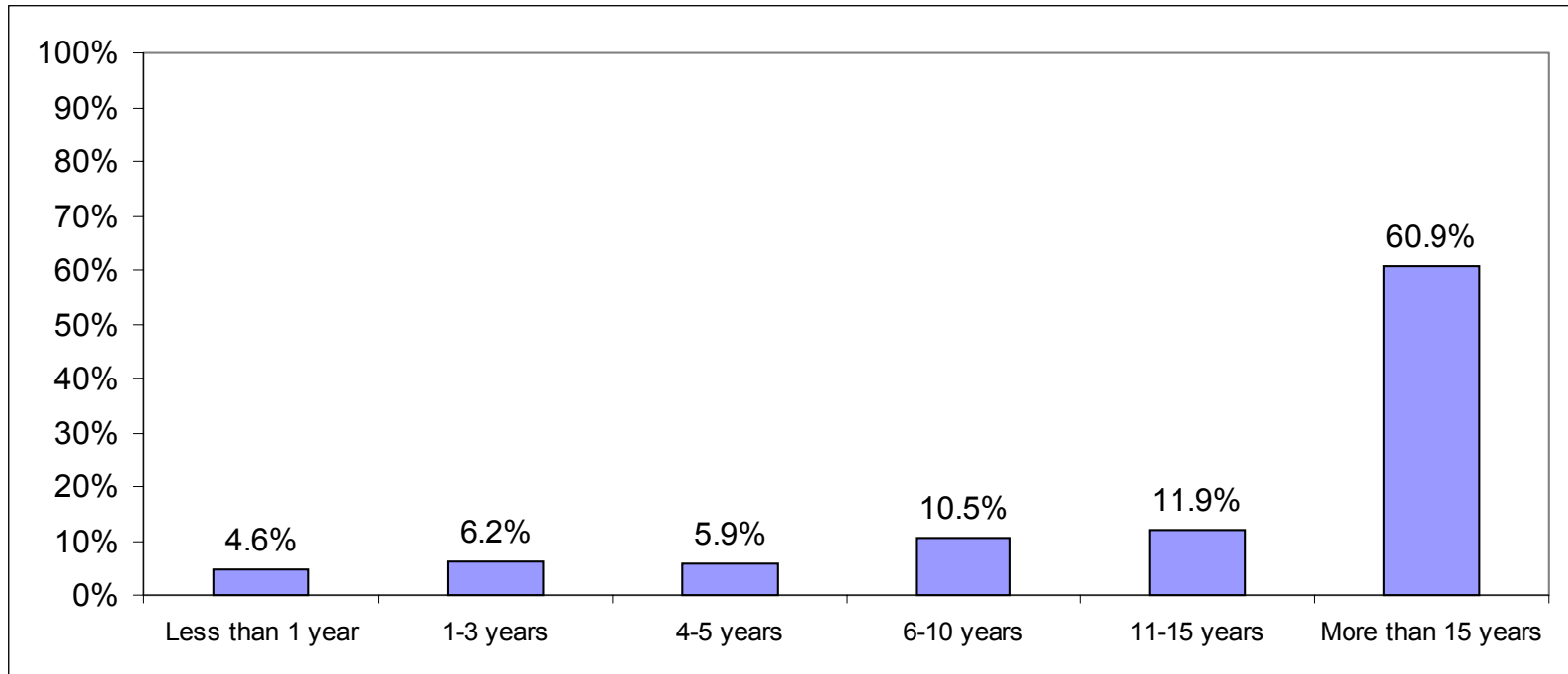
	Counts	%
Employee	2639	60.1 %
Retiree	1753	39.9 %
Total Respondents	4392	100.0 %

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Question 17: How long have you worked, or did you work, at the Lab?



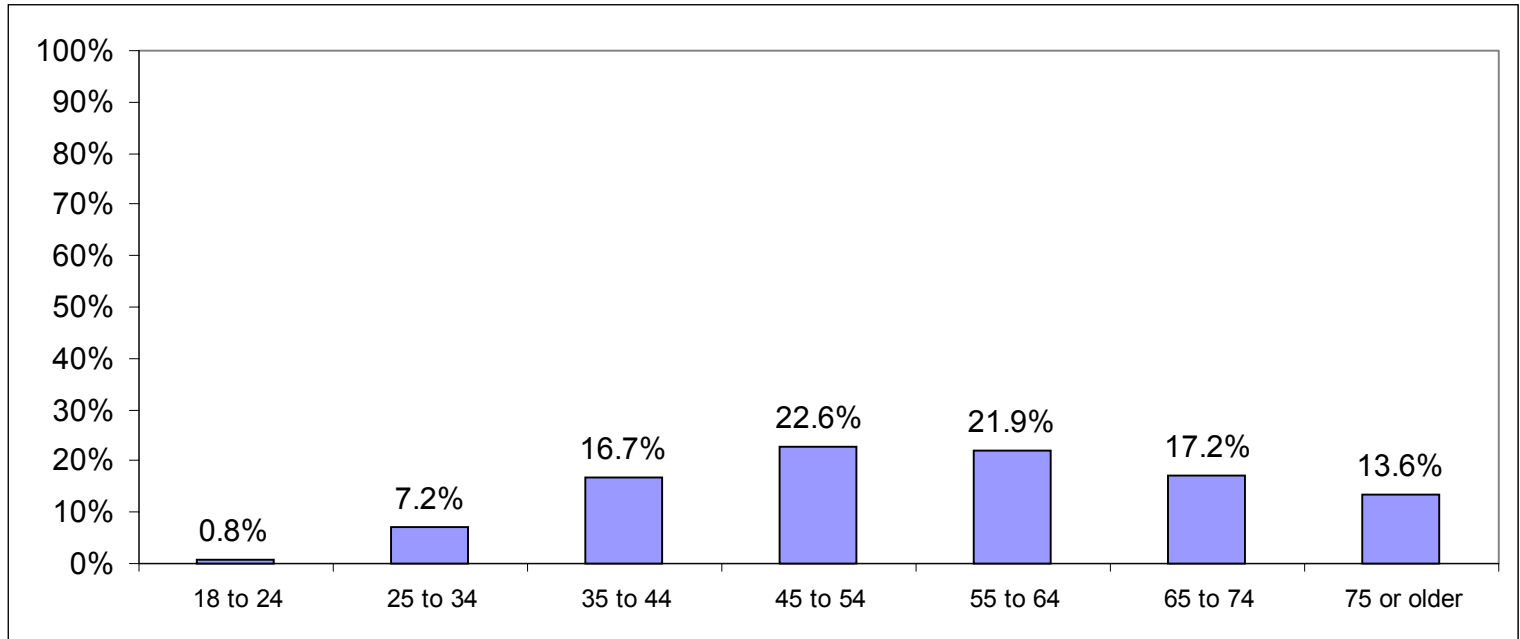
	Counts	%
Less than 1 year	201	4.6 %
1-3 years	268	6.2 %
4-5 years	256	5.9 %
6-10 years	458	10.5 %
11-15 years	519	11.9 %
More than 15 years	2653	60.9 %
Total Respondents	4355	100.0 %

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Question 18: What is your age range?



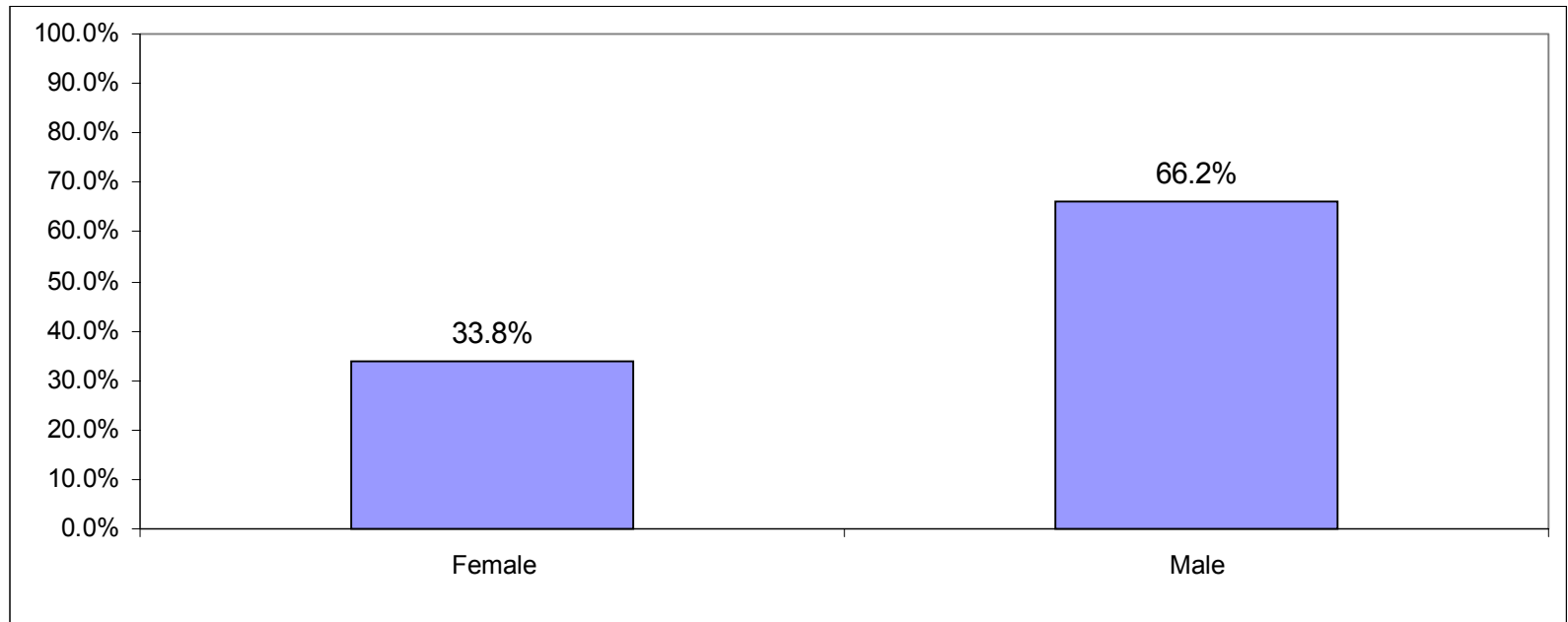
	Counts	%
18 to 24	34	0.8 %
25 to 34	317	7.2 %
35 to 44	735	16.7 %
45 to 54	997	22.6 %
55 to 64	965	21.9 %
65 to 74	759	17.2 %
75 or older	599	13.6 %
Total Respondents	4406	100.0 %

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Question 19: What is your gender?



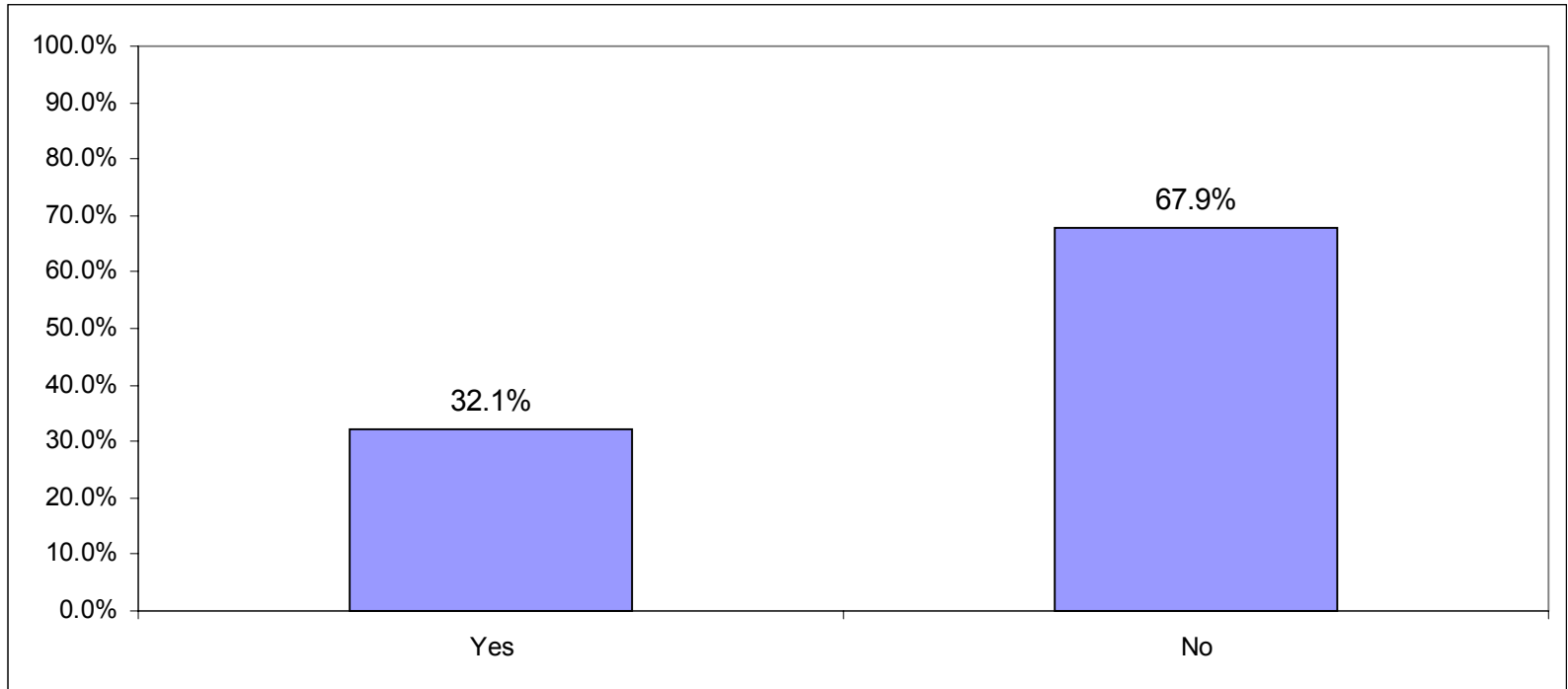
	Counts	%
Female	1480	33.8 %
Male	2903	66.2 %
Total Respondents	4383	100.0 %

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Was this response submitted via the web?



	Counts	%
Yes	1511	32.1 %
No	3191	67.9 %
Total Respondents	4702	100.0 %